



License Agent News



California Department of Fish & Game
November 2011

LICENSE AND REVENUE BRANCH

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LICENSE AGENT HELP DESK

Hours: M-F 8 a.m. to 5 p.m. (PST)

(916) 928- ALDS (2537)
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ACTIVE HELP DESK

ALDS IPOS EQUIPMENT

Hours: 24/7
(800) 964-7812

AGENT SERVICES WEB SITE

www.ca.wildlifelicense.com/AgentServices

DFG WEB SITE

www.dfg.ca.gov/licensing

CalTIP

Report Poaching and Polluting Incidents
(888) DFG-CALTIP or (888) 334-2258



2012 Sport Fishing Items

2012 sport fishing items and non hunting DFG land passes became available for sale on November 15, 2011 at license agents, via the Internet, and telephone sales.

2012 Short Term Fishing Licenses

Due to incorrect selling of short term licenses, the DFG removed the 2012 short term fishing licenses (i.e. One-Day, Two-Day and Ten-Day Nonresident) from license agents until **December 15, 2011**.

Start Selling Immediately

Please ask customers when they plan to fish to ensure they are properly licensed. 2012 sport fishing items are not valid for use until January 1, 2012, but may be purchased in advance and are often purchased as holiday gifts during this time of year.

2012 Free Fishing Days – July 7th and September 8th

Anglers are not required to have a sport fishing license while fishing. All anglers are required to follow regulations such as: seasons, bag limits, method of take restrictions and have the appropriate report cards in possession (i.e. salmon, abalone, steelhead, sturgeon, or spiny lobster).

Sport Fishing Regulation Booklets

2011-2012 Sport Fishing Regulations are in effect until February 29, 2012. License Agents should expect to receive 2012-2013 Sport Fishing Regulation Booklets in February. Once available, additional orders may be submitted through the Administration Menu on the IPOS terminal.



IMPORTANT INFORMATION AFFECTING YOUR ACCOUNT



License Agent Terminal & Support (LATS) Fees

In January 2012, the DFG will review all outlet sales for 2011 to determine if the minimum annual sales threshold of \$6,000 was met. Outlets not meeting the sales threshold will be charged a \$15 weekly fee starting mid January. (License Agent Contract, Section 4.3).

Items Sold Incorrectly – Canceling Documents

Only IPOS Users with "IPOS Managers" or "Clerks with Cancel" status have the ability to cancel incorrectly sold documents through the IPOS "Administration Menu" within **four hours** of the sale.

Immediately contact the DFG Help Desk for assistance and approval to cancel any document(s) outside of the four-hour timeframe.

To avoid charges for unreturned canceled documents, all canceled documents must be returned to the DFG's License and Revenue Branch in Sacramento, **within 45 days**. Starting January 2012, the DFG will no longer issue credit for the following items:

- 1) **Canceled Documents Returned Late (after 45 days)**
- 2) **Documents Not Canceled & Returned without an Explanation**
Agents unable to cancel documents in accordance with DFG policy must submit an explanation for the return.
- 3) **Gift Vouchers Not Redeemed Correctly**

Gift Voucher Redeeming Instructions on Back of Newsletter!

Lifetime Licensees

The DFG mailed renewal notices to lifetime licensees informing them they may claim their free lifetime license and any additional privileges at license agents, DFG sales offices, online, or via telephone sales.

Please be sure to select the correct items; all lifetime licenses and additional privileges are zero dollar items and state "Lifetime" in the item name.

Return of Damaged IPOS Equipment

License Agents who receive replacement IPOS equipment must return the broken or malfunctioning equipment within **two** business days. The replacement package should include instructions and shipping labels to return the damaged IPOS equipment.

Purchasing Licenses as Gifts

Customers can purchase 2012 Sport Fishing Licenses as gifts if they are able to provide enough information to retrieve or add the profile for whom the license is intended. Customers unable to provide sufficient information can purchase Gift Vouchers.

Selling Gift Vouchers

2012 Gift Vouchers (GV) are redeemable for 2012 Resident Annual Sport Fishing Licenses **ONLY**. GV's can be sold by selecting either:

- Retrieve the profile of the customer purchasing the GV(s) by swiping their CA DMV ID or selecting the customer search button.
- No Customer Sales** (Voucher sub tab).



When prompted, enter the First and Last Name for whom the license is intended.

- Gift Vouchers are not refundable.
- Gift Vouchers cannot be replaced if lost.
- Gift Vouchers can be purchased and redeemed at license agents, DFG sales offices, and online at:
www.dfg.ca.gov/licenseing/ols/.

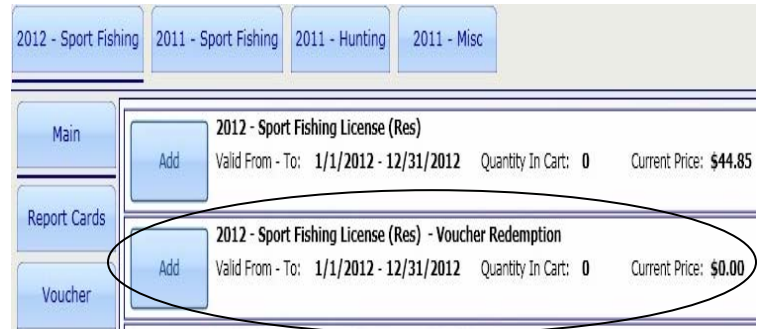
Redeeming Gift Vouchers

To redeem a gift voucher, follow these steps:

- Customer Profile - Retrieve or add a customer profile for who the license is intended**, by swiping their CA DMV ID, scanning a previously issued ALDS license, or through customer search.

DO NOT SCAN THE BARCODE ON THE GIFT VOUCHER TO RETRIEVE THE CUSTOMER PROFILE.

- Item Selection - Select the 2012 Sport Fishing License (Res) - Voucher Redemption.**



WARNING! A Voucher Redemption is a zero dollar item. Selling the incorrect license will cause your account to be charged.

- Scan GV - Scan the barcode on the GV; select Validate.**

- Enter Redemption Code** located on the GV; select Redeem.

- Complete Transaction as Normal.** DFG does not need the redeemed GV's back. Please retain with your daily or weekly sales reconciliation.

Questions regarding your account, license sales or regulations should be directed to the DFG's License Agent Help Desk at telephone (916) 928 – 2537 or email agent@dfg.ca.gov.